

MASSACHUSETTS

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Massachusetts Consumers = 6,753



Fraud Complaints from Massachusetts Consumers = 4,156

Top Fraud Complaint Categories for Massachusetts Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	1,097	26%
2	Internet Services and Computer Complaints	544	13%
3	Foreign Money Offers	337	8%
4	Prizes/Sweepstakes and Lotteries	329	8%
5	Advance-Fee Loans and Credit Protection/Repair	317	8%

¹Percentages are based on the total number of fraud complaints from Massachusetts consumers (4,156).

Amount Paid Reported by Massachusetts Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
4,156	\$4,653,833	3,289	79%	\$1,415

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Massachusetts consumers (3,289). One consumer reported an amount paid of over \$1 million.

Top Massachusetts Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Boston	215
Burlington	134
Cambridge	111
Worcester	90
Springfield	76



Identity Theft Complaints from Massachusetts Victims = 2,597

Identity Theft Types Reported by Massachusetts Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	1,329	51%
2	Phone or Utilities Fraud	521	20%
3	Bank Fraud	357	14%
4	Government Documents or Benefits Fraud	172	7%
5	Loan Fraud	149	6%
6	Employment-Related Fraud	114	4%
	Other	396	15%
	Attempted Identity Theft	240	9%

¹Percentages are based on the 2,597 victims reporting from Massachusetts. Percentages add to more than 100 because approximately 22% of victims from Massachusetts reported experiencing more than one type of identity theft.

Top Massachusetts Identity Theft Victim Locations

Victim City	No. of Victims
Boston	154
Springfield	74
Cambridge	61
Worcester	61
Dorchester	60